**Team Leader- Quality**

**MOHD FARHAN SAIFI**

**Mob:** 8126785670

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To contribute to the growth of any organization by bringing all my ability and potentials as in coherence to the organization objective.

**EXPERIENCE**

**MattsenKumar India Pvt. Ltd. Gurgaon, Haryana**

**Team Leader Quality September 2014-Present**

* Team Strength – 15 QAs
* Ensure to complete daily, weekly & monthly audit target
* Providing quality assurance expertise to internal workgroups teams, and committees focused on enhancing procedures and creating efficiencies
* Manage and monitor existing title error reporting programs to facilitate a reduction in error frequency and improve performance
* Performs mock calls with agents to improve performance
* Provide periodic feedback to QAs regarding improvement areas
* Communicate with Service delivery team in order to avoid any understanding gap between ops & quality team.
* Conduct Bi-Weekly external calibration with client and ensure less variance
* Facilitating discussion between QA and Ops management to highlight strengths, address potential areas for improvement
* Responsible for performance management, coaching and supporting training
* Gather QA metrics on all projects including defect rates and root cause analysis; develop action plans and PowerPoint presentation for monthly department communication
* Effectively manage multiple priorities
* Analyze QA process and procedure to ensure it meets business growth and customer needs
* Report, track and determine priorities, defects etc.
* Lead the QA Associates and assist with directing QA associates and activities
* Provide periodic QA reports to direct supervisor
* Schedule monthly staff meetings and individual one on one session

**Quality Assurance Executive**

* Audit pre-recorded calls & live calls
* Complete daily and Monthly target
* Ensure to achieve daily target of 20 calls
* Handle team of 11 agents
* Provide feedback via emails or in 1\*1 sessions
* Conduct external calibration sessions Bi-weekly
* Handle UK & US LOBS
* Conduct update sessions with team
* Conduct internal calibration
* Update MOM’s post every calibration

**Cyquator Media Services Pvt. Ltd. (Dish TV) Film City Noida**

**Customer Service Associate Dec 2013 - Sep 2014**

* Answer customer’s concern and quires over the phone
* Give 7.30 hrs. Login on daily basics
* Handle English LOB
* Receives calls from all over India

**Cogent E- Services Pvt. Ltd. Meerut (U.P)**

**Customer Service Representative Aug 2011 to Oct 2012**

* Provide solution to customers
* Give 8 hrs. login daily
* Handle Escalation calls
* Resolve complains related to the product
* Worked in Escalations Team as Sr. Escalation Expert

**EDUCATION**

* Passed High School from U.P. Board in 2009 With 1st Division (60.16%).
* Intermediate Passed from U.P. Board in 2011 with 1st Division (62.20%).
* Completed Graduation from CCS University in 2015 with 2nd Division (43.71%)

**TECHNICAL SKILLS**

* Basic knowledge of Computer
* Certified in DTP (Desktop Publishing)
* Have Basic Knowledge of Computer Hardware

**PROFESSIONAL SKILLS**

* Pursuing Six Sigma Green Belt from Advance Innovation Group
* Good knowledge of salesforce, Nice, Intercom & Variant
* Good knowledge of MS office
* Have good understanding of Quality Tools

**ACHIEVEMENTS**

* Awarded as Key Contributor in Quality Assurance Jan’15
* Awarded as Best Performer Jan, March & July’16
* Awarded as Exceptional Contributor in process improvement March, April & May’17
* Service Excellence Diamond Award 2018

**Hobbies**

* Listening to music, especially Sufi songs
* Playing and Watching Cricket

**PERSONAL INFORMATIONS:**

Date of Birth : 05th April 1993

Father's Name : Mr. Mohd. Farooq Saifi

Gender : Male

Marital Status : Single

Nationality : Indian

Language Known: Hindi & English

**DECLARATION:**

I hereby declare that the above given information is true to the best of my knowledge.

Date: ..............................

Place: ............................. (Mohd. Farhan Saifi)